



# NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.  
See MCI v. FCC, 515 F 2d 385 (D.C. Circ 1974).

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**NATIONAL DISABILITIES AWARENESS MONTH OBSERVED BY VISITS  
TO TWO MASSACHUSETTS FACILITIES**  
*CGB Chief K. Dane Snowden Visits WGBH-TV and Verizon Center for Customers with  
Disabilities*

As part of the FCC's observation of October as National Disabilities Awareness Month, K. Dane Snowden, Chief of the FCC's Consumer & Governmental Affairs Bureau, visited two facilities that have made significant contributions to improving access to television and telephone services for people with disabilities.

On October 17, 2002, he met representatives of the Media Access Group for WGBH-TV, the PBS station in Boston. Snowden toured their facilities for captioning and video description, as well as their National Center for Accessible Media (NCAM). NCAM develops technology solutions for media and information access for people with disabilities.

Snowden visited the Verizon Center for Customers with Disabilities (VCCD), in Marlboro. VCCD is a central customer service center for Verizon customers with disability-related communications needs.

Snowden said, "The fine work being done by these two companies is indicative of the breakthroughs being made to help ensure that people with disabilities have access to the telecommunications goods and services available in our country. We at the FCC are committed to working with the industry, other government agencies and the disability community to work toward this goal."

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